AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

Listing of Claims:

1.　　(Currently Amended)　In a computing environment, a method <u>for automating computer support, the method</u> comprising:

detecting a type of computer-related problem on a user machine;

selecting a manifest from a plurality of manifests based upon the detected type of computer-related problem, <u>each of the plurality of manifests being a named data file;</u>

the selected manifest identifying a set of one or more tools that when executed collects data for analysis with respect to diagnosing the computer-related problem<u>;</u> [[,]]

<u>the selected manifest identifying the location from which each of the set of one or more tools may be downloaded;</u>

<u>for each of the set of one or more tools, the selected manifest identifying the current version of the tool, how the tool should be installed, and what parameters should be specified;</u>

the selected manifest providing information<u> comprising parameters</u> for running <u>each of</u> the set of tools with an appropriate configuration<u>;</u> [[, and]]

the selected manifest describing what output should be collected;

providing a control mechanism to interpret the selected manifest;

<u>the control mechanism automatically loading and executing on the user machine;</u>

<u>the control mechanism interpreting the manifest;</u>

<u>when necessary, the control mechanism installing one or more of the set of one or more tools;</u>

~~providing the selected manifest to the control mechanism;~~

the control mechanism executing each tool identified in the manifest<u> upon the user machine;</u>

~~when executed by the control mechanism,~~ each tool<u>, when executed by the control mechanism,</u> collecting data from the user machine;

<u>the control mechanism executing a reporting program;</u>

the [[a]] reporting program collecting and packaging the data collected by the tools; and

the reporting program delivering the packaged data to a central support depository. ~~receiving the data collected from the machine.~~

2.   (Currently Amended)   The method of claim 1 ~~wherein providing the selected manifest comprises~~further comprising providing a mechanism that when clicked on links to the selected manifest.

3.   (Currently Amended)   The method of claim 2 ~~wherein providing the mechanism comprises~~further comprising providing a URL that when clicked on links to the selected manifest.

4.   (Currently Amended)   The method of claim 1 ~~wherein providing the selected manifest comprises~~further comprising sending information about the selected manifest in an email message.

5.   (Currently Amended)   The method of claim 1 ~~wherein providing the selected manifest comprises~~further comprising sending information about the selected manifest in an instant message.

6.   (Currently Amended)   The method of claim 1 ~~wherein providing the selected manifest comprises~~further comprising providing a site that may be accessed via a browser.

7.   (Previously Presented)   The method of claim 1 further comprising wherein for each tool, the control mechanism determining whether the tool needs to be downloaded and installed to the use machine, and when so, the control mechanism downloading and installing that tool.

8.   (Currently Amended) The method of claim 1, further comprising: [[;]]

receiving user input comprising information identifying data to send;

the reporting program packaging only the identified data for transmission.

9.　　(Currently Amended)　The method of claim 1 ~~wherein providing the control mechanism comprises~~<u>further comprising</u> transmitting the control mechanism to the <u>user</u> machine.

10. (Currently Amended) A tangible computer-readable storage medium having <u>encoded thereon</u> computer-executable instructions which, when executed, perform the method of claim 1.

11 – 22. (Cancelled)